The following is a sequence of questions and answers regarding the Arizona Network *(AZNet)* telecommunications program….Requesting and Approving Projects. If you have any questions, please submit them via the TPO website: www.tpo.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

Requesting and Approving Projects

1. What is a Project?

   Response: A Project is any of the following: (a) Move, Add, Change (MAC) order with more than 25 MACs on the order; (b) Wiring work or MAC-type work requiring wiring; and (c) Activities such as office moves, furnishing and installing a phone system or providing and installing a Wide Area Network path to an office.

2. How are Projects initiated with *AZNet*?

   Response: All projects are initiated by authorized agency representative either by calling the *AZNet* Support Desk at 602-364-4444 or via email at AZNETSUPPORTDESK@AZDOA.GOV. The Support Desk will open a Remedy ticket and assign it to an *AZNet* manager for follow-up to determine the size, scope and complexity of the project. A cost estimate and due date will be established and communicated on projects that are less complex, i.e. the re-arrangement of existing equipment. If the project involves a new building, an office move or engineering and installation of upgraded telecommunications equipment, the requester will be asked to complete a business requirements template. The requester will be given email instructions for the completed template. Upon receipt of the completed business requirements template, the project initiation process is complete.

3. What is a "Big MAC"?

   Response: A "Big MAC" is a Project that involves standard MAC work (as described above) on an order for more than 25 MACs but fewer than 50 MACs. The MAC allocations of agencies cannot be used to perform Big MACs. Thus, Big MACs are an extra cost item. Big MACs are defined so that typical MAC work affecting 26 to 50 seats can be ordered and delivered more quickly than other types of Projects. Big MACs are initiated by an agency-authorized representative calling the *AZNet* Support Desk at 602-364-4444, or via an email to the AZNETSUPPORTDESK@AZDOA.GOV. Big Macs also may be initiated by an agency-authorized representative opening an *AZNet* Remedy ticket from an agency help desk.

4. How are projects priced?

    Response: Upon receipt of a Project request, the *AZNet* team works with the agency to specify requirements and prepare a proposal. Projects are priced on a fixed-fee basis which includes equipment, labor and applicable taxes. They also can be performed on a time and materials basis.

5. What issues would occur if an agency implemented a project outside *AZNet*?

    Response: All Projects must be done within *AZNet*. This is an element of the telecommunications outsourcing law (Arizona Revised Statutes § 41-712) and the Governor's directive. Projects implemented outside of *AZNet* would compromise the service quality requirements of *AZNet*, potentially compromise security, and not leverage *AZNet* assets in the way that best benefits the State.